

REMARKS

Reconsideration and further prosecution of the above-identified application are respectfully requested in view of the amendments, and the discussion that follows. Claims 1-18 are pending in this application, and new claims 19 and 20 have been added by this amendment. Claims 1, 7, 13 and 16 have been amended herein. Claims 1-18 have been rejected under 35 U.S.C. §102(e) as being anticipated by U.S. Pub. No. 2005/0068940 to Saleh et al. ("Saleh"). After a careful review of the claims as amended, it is believed that all the claims are in allowable form and a Notice of Allowance is respectfully requested.

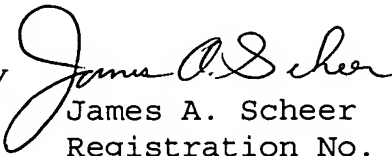
Claims 1-18 have been rejected as being anticipated by Saleh. Saleh is directed to a method and apparatus for manipulation and retrieval of contact information in a communications system. However, Saleh does not disclose determining which agents are handicapped and assigning plug-ins to handicapped agents based on their handicaps. The independent claims 1, 7, 13 and 16 have been amended to claim the features of determining which agents are handicapped and assigning plug-ins to the respective handicapped agents. (See e.g., para. 52 and 55). Thus, as amended, independent claims 1, 7, 13, and 16 are distinguishable over Saleh. In addition, new claims 19, 20, as well as claim 17, claim routing based upon conversion abilities resulting from format conversion. This is also not disclosed by Saleh. All the dependent claims 2-6, 8-12, 14-15, 17-20 are also believed to be allowable because they depend on allowable based claims 1, 7, 13, and 16. All claims are similarly believed to be distinguishable over Boyer et al.

As discussed above, claims 1-20, as amended, are not anticipated by the cited references. Therefore, allowance of all claims 1-20 is believed to be in order and such action is

respectfully requested. Should the Examiner be of the opinion that a telephone conference would expedite prosecution of the subject application, he is respectfully requested to telephone applicant's undersigned attorney.

Respectfully submitted,

WELSH & KATZ, LTD.

By 
James A. Scheer
Registration No. 29,434

March 31, 2006
WELSH & KATZ, LTD.
Customer No. 24628